

Repeat Prescriptions – Frequently Asked Questions

How soon can I reorder my prescription?

We request that, where possible, you order your medication all together once a month.

This can be:

- Between 7 and (no less than) 2 working days of your medication being due. Your next medication will be available 2 working days later after 2pm. See below to see when your repeat prescription will be ready.
- At the time of picking up your regular monthly medication. (4 weekly pre- order.) Your medication will then be ready 4 weeks from this day. See below to see when your repeat prescription will be ready.

Why does it take 2 working days to get my prescription?

We are unable to keep every drug in every dose in stock on the premises. We ask for 2 working days to allow us time to order your medication in from our suppliers.

When will my repeat be ready to pick up?

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|------------------------|------------------------------------|
| Requested on Monday | Available after 14:00 on Wednesday |
| Requested on Tuesday | Available after 14:00 on Thursday |
| Requested on Wednesday | Available after 14:00 on Friday |
| Requested on Thursday | Available after 14:00 on Monday |
| Requested on Friday | Available after 14:00 on Tuesday |

Please remember to allow time for public and bank holidays.

What is your 4 weekly pre-order system?

When picking up your medicine, simply tick the items you require on your repeat slip and hand it straight back to the Dispensary. They will give you a dated slip of paper to remind you that you have pre-ordered you medication and to advise you when it will be ready (4 weeks from that day). This is the only time we can accept a 4 weekly pre-order. If you miss this opportunity please order it as normal, within 7 working days of your prescription running out.

If you prefer not to order every 4 weeks in advance please continue to re-order using a method that works well for you.

What if I need more than one month's supply of my medication?

Please inform us at the time of ordering that you need more than a month's supply. If you are able to give a valid reason e.g. you will be going away on holiday, we should be able to accommodate your request. If we are not aware of the special circumstances this request will more than likely be refused.

Why can I not have more than 1 month supply of my prescription at a time?

The practice will only prescribe a months supply of medication at a time. This is to prevent wastage. The practice has to dispose of thousands of unused items every year. In addition to preventing wastage, GPs are able to monitor ongoing conditions more closely by conducting more frequent medication reviews and recalling patients who need to be seen.

What happens if the medication I want is not specified as one of my repeats?

You can either telephone a doctor to request it directly or you can put it in as a medication request and the dispensary will check with a doctor that you can have it. Your request may be refused as the doctor may want you to make an appointment to discuss it.

Repeat prescriptions take 2 working days.

What happens if I need to get my repeat sooner than this?

Although we encourage patients to plan ahead, there can be circumstances when medication may be needed before 2 working days. Please tell us of such circumstances when you hand in your repeat request. We try to accommodate where feasible. If we are unable to fulfil your request as we do not have your drugs in stock (and there is no time to get them in from our suppliers) we can give you the written prescription (FP10) to take to a chemist to be dispensed. Please be aware that in some cases the Chemists will also need to order the medication.

Can I get a private prescription from the surgery?

Please speak to your GP directly about being prescribed a private prescription. Costs for these items will vary depending on the medication and amount prescribed. VAT is charged on private medication.

How should I dispose of unwanted medication?

If you no longer have any need for medication, please bring it back to us and we will dispose of it correctly and safely.